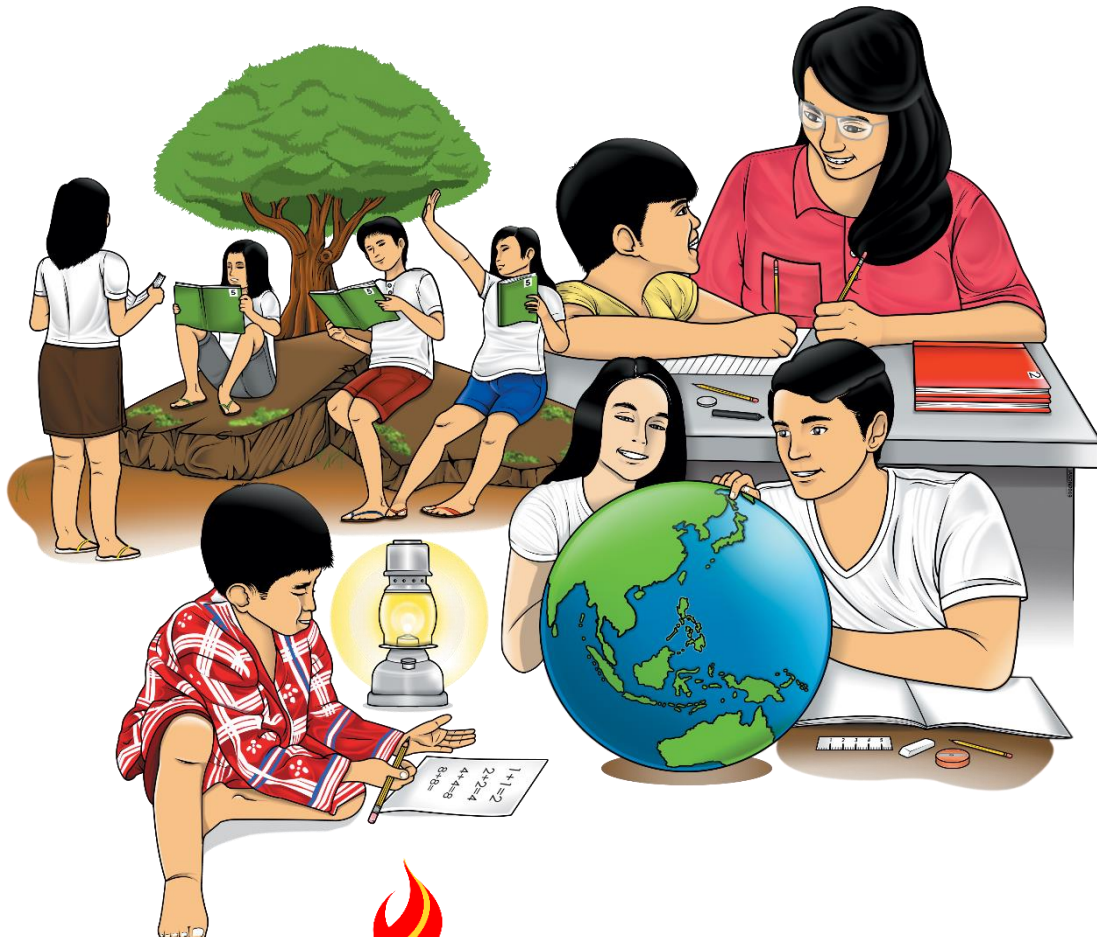


Technology and Livelihood Education Housekeeping Quarter 1 – Module 1: Handle Housekeeping Requests



Housekeeping – Grade 9
Alternative Delivery Mode
Quarter 1 – Module 1: Handle Housekeeping Requests
First Edition, 2020

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**Technology and
Livelihood Education
Housekeeping
Quarter 1 – Module 1:
Handle Housekeeping Requests**

Introductory Message

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



What I Need to Know

Congratulations! This manual is one part of a Learning Kit which is a resource provided to learners, teachers and assessors to help you become skilled and competent in various areas of Technical Vocational/ Technology and Livelihood Education.

The first thing you may notice is that this learning kit and the information you find in the Learner's Manual seems different from the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency-Based Training (CBT) and Competency-Based Assessment (CBA). CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognize the ones the trainee already possesses) to demonstrate the required competency standard. CBA involves *collecting evidence and making a judgement of the extent to which a learner can perform his/her duties at the required competency standard.*

This module was designed and written with you in mind. It is here to help you master housekeeping. The lessons are arranged to follow the standard sequence of the course.

The module is about:

Learning Outcome No. 1: Handle housekeeping requests

After going through this module, you are expected to:

1. Discuss implementing hotel codes, rules and regulations
2. Explain different skills of a good housekeeper such as interpersonal and intrapersonal skills
3. List down and describe the basic functions of each personnel in the housekeeping department
4. Discuss the nature and scope of guestroom cleaning, care and maintenance
5. Enumerate bedroom and bathroom amenities offered in an institution
6. List down procedures in conducting room check, turn down and make up beds
7. Demonstrate proper handling of guests' request in housekeeping following safety and security standards



What I Know

Written Work - Portfolio

It is a requirement of this module that you complete a **portfolio** of Written Works as advised by your teacher. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your teacher on the agreed date.

- 1.1. To fulfil the requirements of this written work you are asked to **research** and **identify**:

Services performed by a room attendant in a five-star hotel

Differences in the tasks provided by a room attendant in a budget and a five-star hotel

How a room attendant fits into housekeeping department including identification of their managers and colleagues

Personal characteristics required by a room attendant

Who room attendants communicate with and why

- 1.2. To fulfil the requirements of this Written Work you are asked to research, identify and collect organizational documentation regarding:

Grooming expectations

Personal presentation standards

- 1.3. To fulfil the requirements of this Written Work you are asked to research, identify and collect organizational documentation (Job descriptions, SOPs & training materials, regarding:

Housekeeping policies

Housekeeping procedures

Lesson**1****Housekeeping: Handle Housekeeping Requests**

This lesson deals with different performance criteria, the skills and knowledge required in a range of settings within the hotel and travel industries/workplace context.

***What's In*****Hotel Codes, Rules and Regulations**

Hotel rules and regulations are policies or agreements between the guest and the hotel management. Usually, these policies are mentioned on the guest registration card which is signed by the guest at the time of check-in. In addition to this, a copy of rules and regulation is also kept in all guest rooms for guest to read and understand the management policies. This can also include the local government policies which have to be followed by the guest.

Hotel Rules and Regulations (Sample)

In order to make your stay as pleasant as possible, the management requests your cooperation in observing the following as an agreement between the guest and the hotel:

1. Tariff
2. Settlement of Bills
3. Check-in
4. Departure
5. Luggage Storage
6. Guest's Belongings
7. Pets (for separate arrangement)
8. Hazardous Goods
9. Damage to Property
10. Management's Rights, Relation between Management and Guest
11. Government Rules and Regulations and Application of Laws
12. Photographs and Videos

Skills of a Good Housekeeper

- ✓ To be able to perform cleaning duties in a thorough and efficient manner
- ✓ To perform manual handling safely and efficiently

Attributes

- Hard working
- Physically strong - mobility and stamina are required to clean for long periods of time
- Ability to follow instructions – most activities follow strict procedures
- Good time management – room attendants may be required to clean between 12 and 20 rooms per shift, without supervision
- Attention to detail – ability to ensure cleaning is performed to an extremely high standard
- Professional attitude
- Ability to work independently
- Previous customer service experience is an advantage
- Good communication skills
- Good organisational skills



Importance of integrity, honesty and discretion

While any role within the hospitality industry requires that staff maintain a professional level of integrity, it is especially important in the housekeeping department, especially by those who clean guest rooms.

It is important to remember that the guest room is a private area in which the guest can relax and enjoy the facilities. Essentially the guest room is a 'home away from home' for the guest. One of the main differences is that in hotels, this private space is frequented by hotel staff, with the room attendant spending considerable time performing cleaning duties.

The guest must feel that what takes place or is left in the room, will remain confidential.

For some guests, the guest room may be a place where activities may take place, which the guest may not feel comfortable undertaking at their own home or residence.

Naturally, if any action is in breach of local laws or regulations, the matter must be reported to management for further action. This includes the use of illegal drugs or activities that may place the guest and other patrons and staff under threat or harm.

While you may not morally agree with any items or actions being undertaken in the room, as long as it is conducted in a legal manner, hotel staff must still be respectful to the privacy expected by guests.

Staff who enter occupied rooms must ensure that the integrity and confidentiality of guests are upheld at all times. In addition, staff must ensure that their own actions are conducted in an honest and professional manner.

Therefore any hotel staff members who perform any activities in a guest room must not:

- Read confidential or personal information or examine items belonging to guests
- Use or consume guest items such as perfume or chocolates
- Share guest information with others
- Share information relating to guest activities to others.

Discretion is very important. Hotel staff must maintain the quality of being discreet, especially with reference to the guest's and their own actions, speech, prudence or decorum.

Nature and Scope of Guestroom Cleaning, Care and Maintenance

There are a number of areas of responsibility room attendants must manage as part of their role.

In summary they are responsible for the:

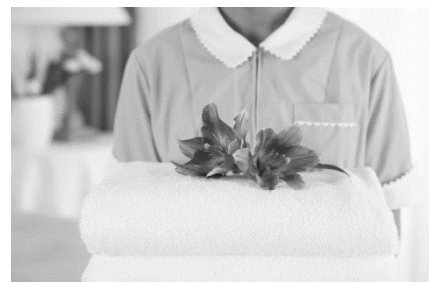
- Cleanliness and overall appearance of guest rooms
- Security of guest rooms and privacy of guests.

Guest Relations

Every employee of a hotel, including room attendants, is expected to warmly greet guests and to be friendly and professional.

In many cases they need to work independently from other colleagues and must handle any problems that arise, without the assistance or guidance of others.

If there is a complaint about the room or its furnishings or fixtures, in many cases the room attendant must not only handle the issue, but take ownership to ensure it is resolved in a timely manner.



Guest Safety

The job description of a room attendant includes ensuring the safety and well-being of guests and their property.

Cleaning

They are required to ensure that all aspects of a guest room are clean and tidy.

Administration & Communication

Room attendants must ensure they understand what rooms they are to clean and in which order.

Administration and communication is vital to ensure rooms are returned 'clean' and ready for new guests.

Daily activities

Following is a list of activities a room attendant may be required to complete on a daily basis. As you can see there are many activities a room attendant is responsible for in a normal work shift, involving a wide variety of knowledge and skills.

Prepare for work

Collect master keys

Collect daily room allocation sheets

Stock housekeeping trolleys

Stock and store supplies

Determine the order of cleaning of rooms

Identify any special requests

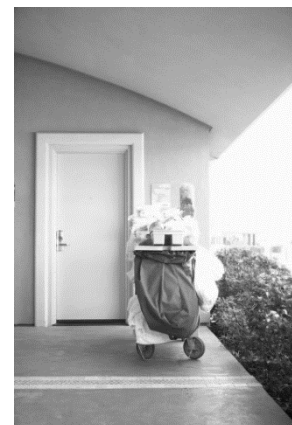


Enter room

Knock on door in compliance with policy

Open door

Place trolley in door path



Clean room

Open curtains and windows for ventilation

Remove used guest amenities and rubbish

Clean showers, tubs, sinks and bathroom items

Change linen and make beds

Check for damaged linen items

Inspect rooms for safety hazards and for the operating condition of equipment and report defects to the maintenance department

Report lost and found articles, maintenance problems or special room problems

Dust and clean room decorations, appliances and structural surfaces (wall fixtures, window sills, and vents)

Dust, brush, polish vacuuming furniture

Replenish guest amenities and supplies

Check, record and replenish mini bar

Prepare rooms for guest arrival and respond to special guest requests, such as delivering newspapers or cleaning a spill

Deliver and retrieve items on loan to guests such as iron and ironing board

Perform rotation cleaning duties (such as. steam clean of carpets) as required

Vacuum and sweep carpets and other floor surfaces

Mop floor surfaces as needed

Record room status on work assignment sheets

Phone supervisor or reception updating status of room

Close door.



Provide information to guests

Listen, and respond to guests' requests or complaints

Explain room equipment and facilities

Explain and handle dry cleaning and laundry requests

Provide information to guests about hotel services, facilities and other amenities

Provide information to guests about local attractions, services and location of places for religious worship

Other specific information may include prayer and fasting times, location of prayer mats and orientation for prayer



Maintain storage areas and trolleys

Return trolley to storage room

Remove used and soiled linen from housekeeping cart

Dispatch soiled linen to the laundry

Replenish linen and guest amenities to normal stock levels on trolleys

Handle lost property

Clean cleaning equipment including mops and vacuum cleaners

Remove rubbish

Clean storage room floor

Close shift

Return work allocation sheets

Return keys

It is commonly recognized that the role of room attendant is physically demanding and requires a wide scope of tasks to be performed. As such, it takes a special person to do the job well.



What's New

Policies and Procedures in Housekeeping

Each organization has its own policies and standard operating procedures. Their main provision is to ensure the health, safety, security and privacy of the organization, staff and customers.

Policy – rule or code of conduct Procedure – step by step instruction

Examples of housekeeping policies

No stealing/ Zero tolerance of theft

Guest room doors should not be closed while cleaning

Protective clothes to be worn when cleaning

Confidentiality of guest information

What other policies exist?

Examples of Housekeeping Procedures

Accessing a room

Making a bed

Cleaning a window

Cleaning a bathroom

Mopping a floor

Handling lost property



Who creates policies and procedures

Policies and procedures may be created by:

- Individual housekeeping department – for specific use in that location
- Head office - for use throughout the chain
- Manufacturers – to identify the correct methods for use and maintenance



What is It

Types of policies and procedures

Policies and procedures in housekeeping normally relate to the correct handling, use, cleaning, storage and protective items relating to:

Equipment – housekeeping cleaning equipment including vacuum cleaners, waxing machines, trolleys

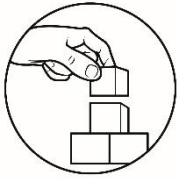
Chemicals – including all cleaning products and items used to clean including cloths, rags, mops

Furnishings – bedding, tables, couches, kitchens, televisions, carpets

Fittings – lights, electricals, air conditioners

Clothing – uniforms and protective clothing





What's More

Housekeeping Safety and Security Standards

It is important that all staff understand the policies and procedures that relate to their job. It is the responsibility of both management and staff to ensure these are understood.

There are several ways management can communicate policies and procedures. As most staff will never enter a guest room except for a room attendant, it is important that room attendants are the eyes and ears for the hotel, either to update the status of rooms or co-ordinate on any appropriate services to be performed, including maintenance, in a timely manner.

Hotel rooms make up a large majority of the actual space within a hospitality organization and comprise a considerable financial investment. It is important that this asset is maintained in an organized, legal, safe and secure manner.

In many cases, the role of room attendants plays a large part of meeting these goals. It is up to them to communicate and act when appropriate.



Communication Protocols

So who do room attendants communicate with on a regular basis?

While room attendants communicate with all staff members, there are certain positions with which they communicate with more than others.

Receptionists

Room attendants work closely with reception for a number of reasons including:

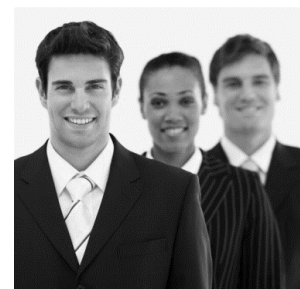
To identify vacant rooms, and find out when guests have checked out so they can start cleaning vacant dirty rooms

To report clean rooms - when rooms are clean and ready for new guests

To handle special requirements - for incoming guests including VIPs

To handle guest requests - relating to the room including such things as additional towels and pillows, buckets of ice and for laundry to be collected

To coordinate on internet access.



House Attendants

These people will normally be responsible for the distribution of items to/from the housekeeping office to the store rooms on each floor, for easier access by room attendants.

These items include:

- Cleaning products - sprays, agents and cleaning clothes
- Equipment – buckets and mops
- Linen – bed sheets, pillow cases, blankets, bath towels, floor mats, hand towels and face cloths
- Room supplies – including shampoo, conditioners, stationery, matches, soaps etc
- Fresh produce – milk and biscuits to accompany tea and coffee facilities
- Removal of dirty items – soiled bedding and rubbish
- Collection or return of laundry or dry cleaning.



As a room attendant will normally be stationed on a selected floor, they will communicate with house attendants if items need to be replenished.

Maintenance

Room attendants will often call maintenance to fix or replace light bulbs and any faulty furnishings or equipment. In many cases these calls will be made relating to faulty televisions and air conditioning.

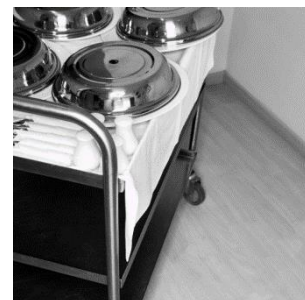


Mini Bar

In some organizations, the room attendant may be responsible for replenishing mini bar items and charging them to the guest rooms. In others this is performed by others as a separate mini bar service.

Room Service

When cleaning rooms, room attendants will remove used room service trays which must be placed out of guest sight and placed in the appropriate storage area on each guest floor. They will communicate with room service for the trays to be collected from the storage areas.



Security

With room attendants spending the majority of their shift working on guest floors, it is their responsibility to observe activities that take place around them. They must constantly listen and watch to ensure guest activities are conducted in a safe and secure manner. If there are any issues which they cannot resolve, security must be contacted without delay.



What I Have Learned

Describe the services delivered by a room attendant

Areas of responsibility

Daily activities.

Locate the position of room attendants within the enterprise

Their department

Their supervisor

Identify the personal characteristics required of a room attendant

Knowledge

Skills

Attributes

Grooming & personal presentation standards.

Interpret enterprise policies and procedures for the provision of housekeeping services

Examples of policies and procedures

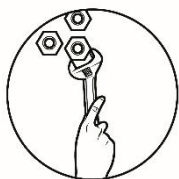
Who creates policies and procedures

Types of policies and procedures

Communicating policies and procedures.

Identify and explain the role of communication in the provision of housekeeping services

Positions room attendants communicate with



What I Can Do

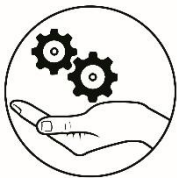
Student name		
Teacher/ Observer's name		
Location/venue		
Unit of competency	Error! Reference source not found.	
Instructions	1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Tick appropriate boxes to rate performance (Competent 'C' or Not Competent 'NC') 3. Write short-form student answer in the space provided for each question.	
Questions	Response	
	C	NC
1. What are the services delivered by a room attendant?	<input type="checkbox"/>	<input type="checkbox"/>
2. Explain the position of room attendants within the enterprise.	<input type="checkbox"/>	<input type="checkbox"/>
3. What are the personal characteristics required of a room attendant?	<input type="checkbox"/>	<input type="checkbox"/>
4. What are grooming and personal presentation standards required for a room attendant?	<input type="checkbox"/>	<input type="checkbox"/>
5. What are some enterprise policies and procedures used in the provision of housekeeping services?	<input type="checkbox"/>	<input type="checkbox"/>
6. Identify and explain the role of communication in the provision of housekeeping services.	<input type="checkbox"/>	<input type="checkbox"/>



Assessment

Answer all the following questions. Compile your answers on a separate sheet of paper.

1. What are five activities a room attendant must do on a daily basis?
2. Which department does a room attendant work? Who is their manager?
3. What are three types of knowledge a room attendant must know?
4. What are two grooming requirements relating to hair?
5. What are two examples of procedures a room attendant should use?
6. What two topics does a room attendant communicate with receptionists?
7. What are three pieces of equipment a room attendant must prepare?



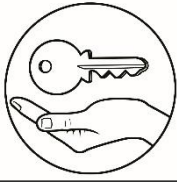
Additional Activities

Place a tick (✓) in the column to reflect evidence obtained to determine competency of the student for each Performance Criterion.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Portfolio	Written Works	Others
Element 1: Receive housekeeping requests						
Accept housekeeping requests from guests						
Accept housekeeping requests from staff						
Record housekeeping requests according to enterprise requirements						
Advise on time for provision/delivery of identified service or items to guest room						
Student signature:			Date:			
Teacher/ Assessor signature:			Date:			

Reflection: Written Work (Write on your notebook)

1. What are common policies and procedures in any workplace regardless of position?
2. What are common policies and procedures specific for room attendants?



Answer Key

What I Have Learned

The following are model answers only – Teachers/ trainers must use discretion when determining whether or not an answer provided by a student is acceptable or not.

1. What are five activities a room attendant must do on a daily basis?

- Prepare for work
- Enter room
- Clean room
- Provide information to guests
- Maintain storage areas and trolleys
- Close shift

The student may provide an example that falls under the above categories. This is acceptable.

2. Which department does a room attendant work in? Who is their manager?

They work in housekeeping department. Depending on the organization, their manager may be a senior room attendant, housekeeping supervisor or Executive Housekeeper.

3. What are three types of knowledge a room attendant must know?

- Working condition of all items – including televisions, air-conditioning systems, and internet access
- Hotel and room facilities – answer guest inquiries and promote organization
- Knowledge of cleaning equipment and chemicals
- Procedures for cleaning a room
- Safety and security

4. What are two grooming requirements related to hair?

- Short and neat cut hair for men
- Tight or pulled back hair for women
- Natural hair color
- Men to have well-trimmed facial hair or to be clean-shaved

5.	What are two examples of procedures a room attendant should use?	<ul style="list-style-type: none"> • Accessing a room • Making a bed • Cleaning a window • Cleaning a bathroom • Mopping a floor • Handling lost property
6.	What are two topics a room attendant would communicate with receptionists about?	<ul style="list-style-type: none"> • Identify vacant rooms - to find out when guests have checked out so they can start cleaning vacant dirty rooms • Report clean rooms - when rooms are clean and ready for new guests • Handle special requirements - for in-coming guests including VIP's • Handle guest requests - relating to the room including additional towels and pillows, buckets of ice and for laundry to collected • Co-ordinate internet access.
7.	What are three pieces of equipment a room attendant must prepare?	<ul style="list-style-type: none"> • Housekeeping trolley • Vacuum cleaner • Mops • Brooms and brushes • Buckets • Protective gloves • Cloths • Warning signs • Dust pan

References

ASEAN (2012) Project on “Toolbox Development for Priority Tourism Labour Division”

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